Background Check System User Guide: Oversight Functions

About This Manual

Welcome to the Background Check System (BCS) User Manual. This manual is intended to serve as a guide as you perform Oversight functions in BCS.

Please note that the BCS system (and therefore this manual) is subject to alteration. Modifications/updates to the manual may result from changes in State or Federal policies and procedures, BCS system upgrades, or other factors.

BCS was developed for use by the DSHS Background Check Central Unit (BCCU). Use of BCS and this manual is restricted to authorized end users of BCS system. BCCU can be contacted at **BCCUInquiry@dshs.wa.gov**.

Overview

An Oversight Program Administrator may perform actions in BCS to manage the BCS Users within the Oversight Program Administrator's assigned Inquiry Type Groups. Oversight Program users may also view some reports within BCS.

Administration includes:

- Managing Users
  - User Roles Overview
    - Oversight Program Users
    - Entity Account Users
  - Managing Oversight Users
    - How to Add a New Oversight Program User
    - How to Update an Oversight Program User
  - Managing Entity Users
    - How to Add a New User
    - How to Update a User
    - How to Change the Primary Account Administrator

Oversight Users may also search background checks for accounts within the Inquiry Type Groups they manage.

- How to Search Background Checks
- View Background Check Results

User Roles Overview

Oversight Program Users

There are two user roles for Oversight Program Users, Administrator and Reviewer. Both Oversight Program users are assigned access to BCS based the assigned Inquiry Type Groups (ITG). An Oversight Program user may be assigned to all ITGs within an administration or division, or to only select ITGs.

An *Oversight Program Administrator* may create other Oversight Program users and assign the new user to any ITG that the Oversight Program Administrator is assigned.

The Oversight Program Administrator may manage users for any Entity that is assigned to an ITG that the Oversight Program Administrator is also assigned.

Oversight Program Reviewer may search and view background checks for entities that are assigned to the ITGs that the Oversight Program Reviewer manage.

Entity Account User Roles Overview

There are three types of Entity Account Users: Entity Account Administrator, Entity Account User, and Entity Account Submitter.

Entity Account Administrators may manage any user assigned to their entity and also manage Secondary Entities. For each entity, a single user must be assigned as the Primary Account Administrator (PAA). This person is responsible for the people who have access to BCS for that account. The PAA may add other Entity Account Administrators to manage the administrative functions of BCS for the entity account.

The Entity Account Administrator may enter and submit background checks and retrieve background check results in addition to performing administrative functions in BCS.

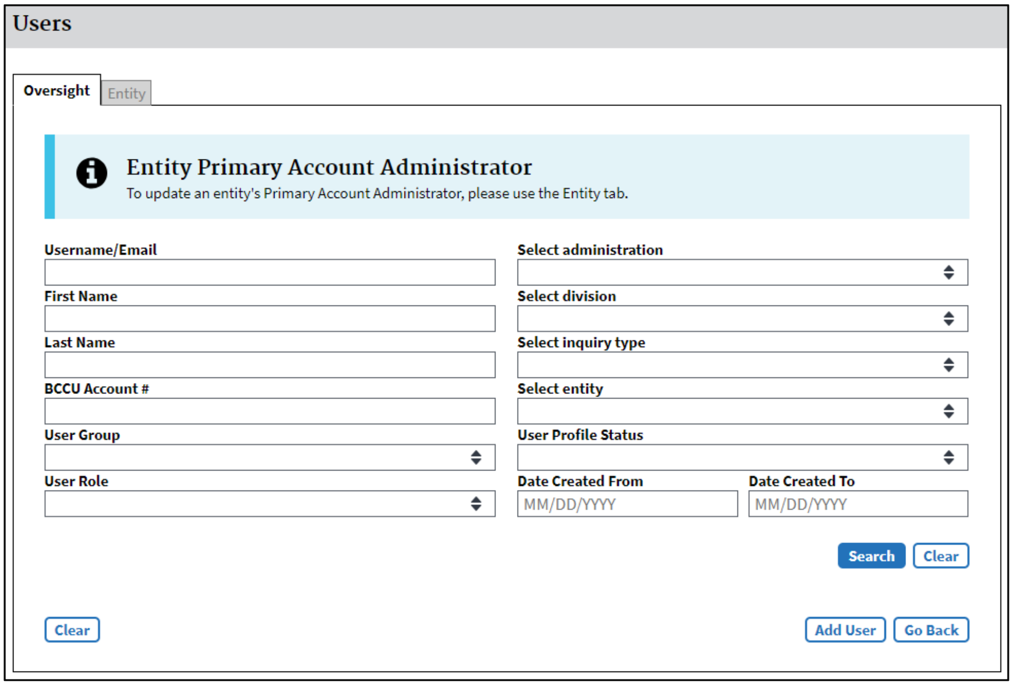
Entity Account Users may enter and submit background checks and retrieve background check results.

Entity Account Submitters may enter background checks and submit to BCCU. They may not view the results of background checks.

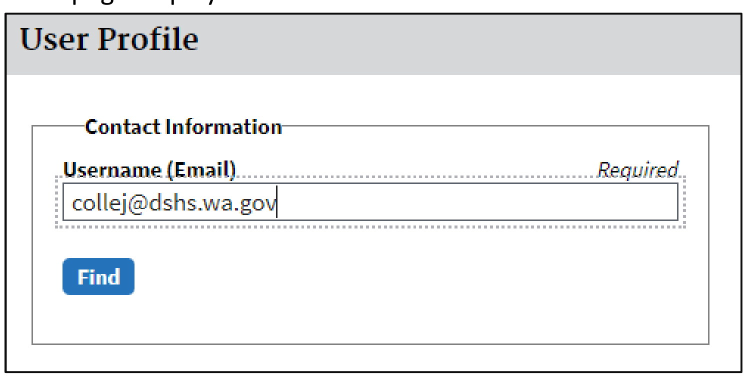
Managing Oversight Users

How to Add a New Oversight Program User

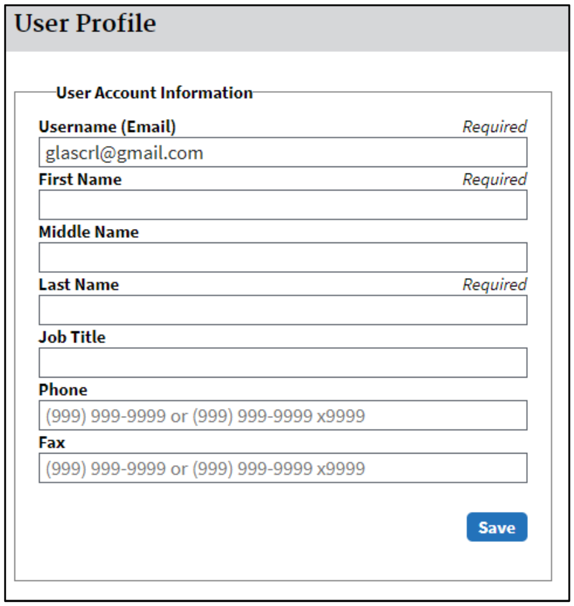
1. Click Admin Tools menu
2. Click Users
    a. Users page displays with Oversight tab selected. Entity tab is available, but not selected



3. Click Add User
    a. User Profile page displays

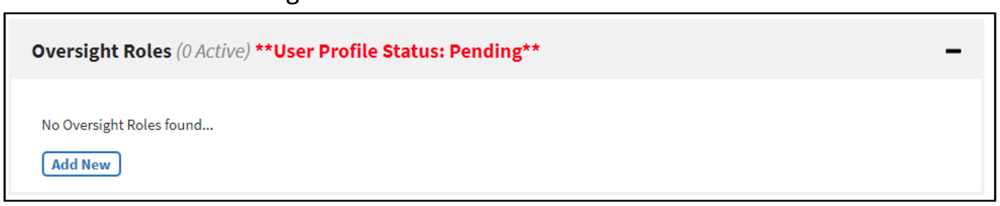


4. Add new user email address and click Find, then add User Account Info and save.

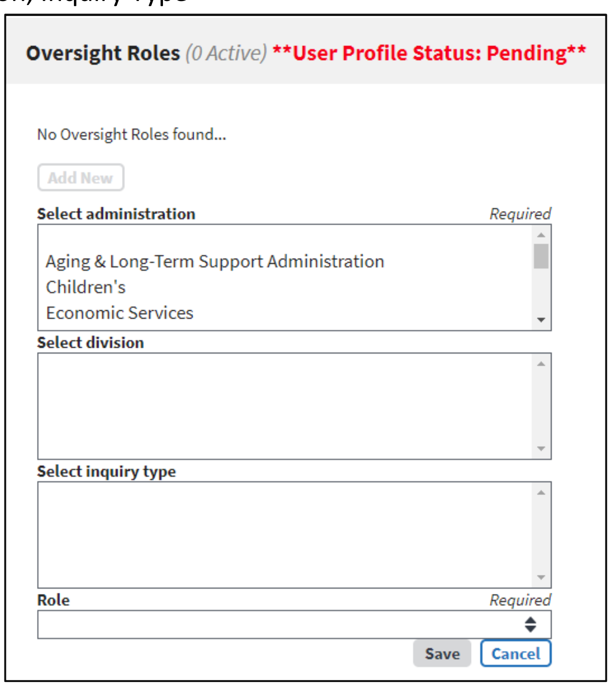


a. Note: Washington State Employee users will populate with data from Active Directory If user email is found, then user profile displays, otherwise User Account is saved
   i. Note: At go Live, only non-State Employee users or SecureAccess Washington (SAW) users may be added

5. Click Add New under Oversight Roles



6. Select Admin, Division, Inquiry Type



   a. Lists are limited based on hierarchy and user access.
   b. When adding an oversight role, you can select one or more administrations, divisions, and/or inquiry types.
      i. At least one administration is required.
      ii. If no divisions are selected, then all inquiry types for the selected administration(s) will be added with the selected role.
      iii. If at least one division is selected, then all inquiry types under only the selected division(s) will be added with the selected role.
      iv. If at least one inquiry type is added, then only those selected inquiry type (s) will be added with the selected role.
7. Select Role from list.
8. Click Save
   a. Selected Role Saves and displays
   b. Status is Inactive for SAW users or Active for AD users
9. Click Add New to add another user.
10. Click Go Back Button twice
   a. User page displays and is reset.

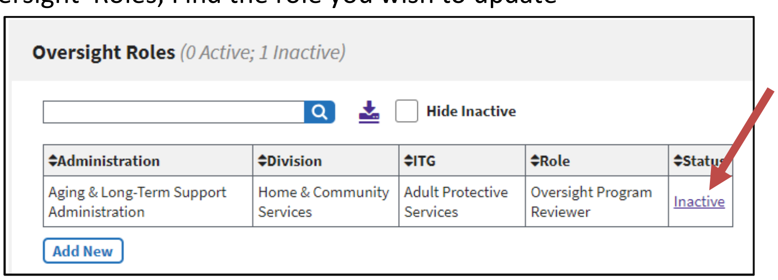
How to Update an Oversight Program User

To update user Contact Information:

1. Click Admin Tools menu
2. Click Users
   a. Users page displays with Oversight tab selected. Entity tab is available, but not selected
3. Click the Username of the user you wish to edit
   a. User's Profile displays
4. Update the User's Name or contact information
5. Click Save
   a. Message: Successfully saved…

To update a user's role:

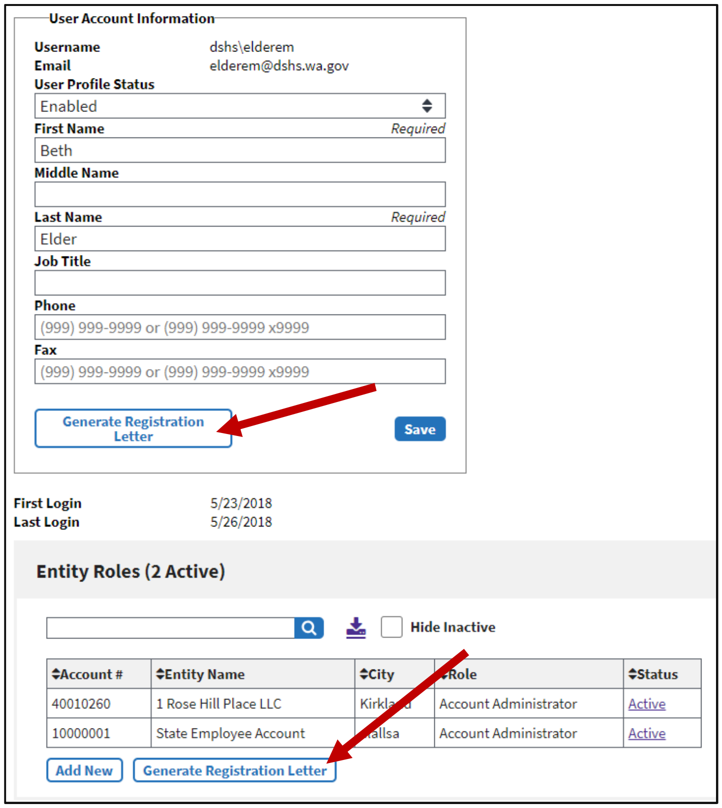
1. Open the user's profile
2. Under Oversight Roles, Find the role you wish to update



3. Click the link for Active or Inactive
   a. Message: Are you sure you want to change this user's status…?
   b. Click Cancel Message disappears and user's role doesn't change
   c. Click "OK" User's status is changed to Inactive.

Generate a New Registration Letter for a User

1. Click Admin Tools menu
2. Click Users
    a. Users page displays with Oversight tab selected. Entity tab is available, but not selected
3. Click Username
    a. User Profile displays
4. Click Generate Registration Letter button

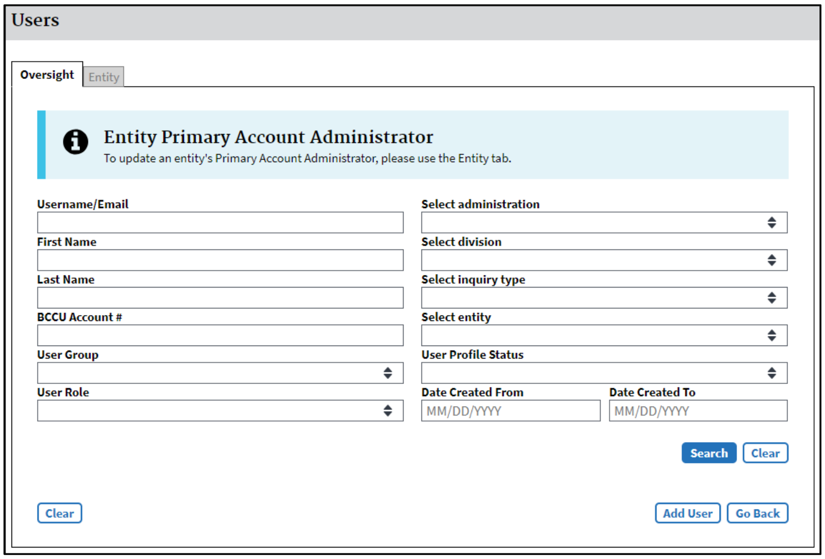


    a. Note: button appears for User Group and the User Profile
    b. Sticky Toast message appears stating that registration letter has been sent.
5. Click Go Back Button User page displays and is reset.

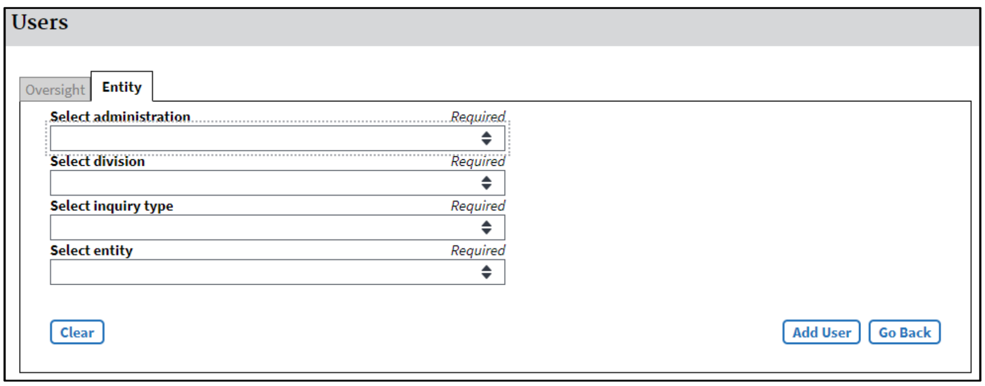
Managing Entity Users

How to Add a New Entity User

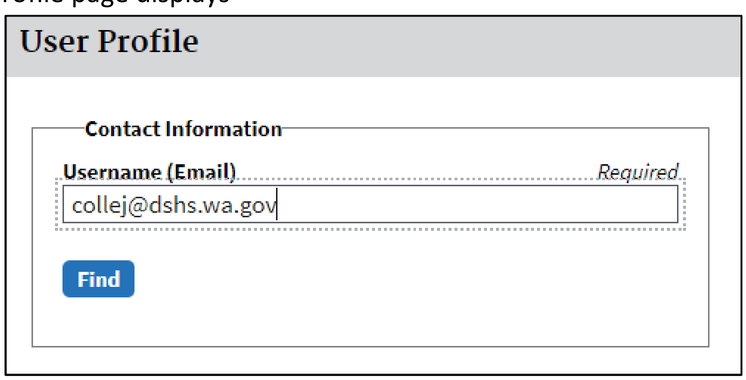
1. Click Admin Tools menu
2. Click Users
    a. Users page displays with Oversight tab selected. Entity tab is available, but not selected



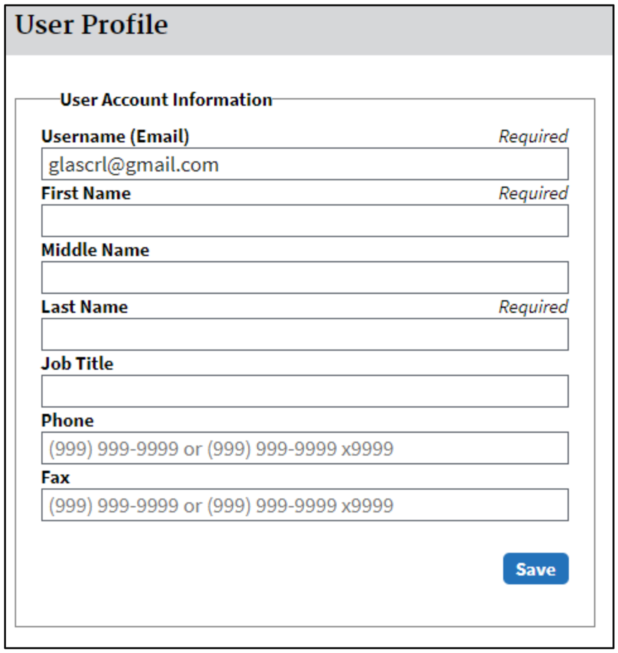
3. Click Entity Tab
    a. Entity Tab Displays



4. Click Add User
    a. User Profile page displays

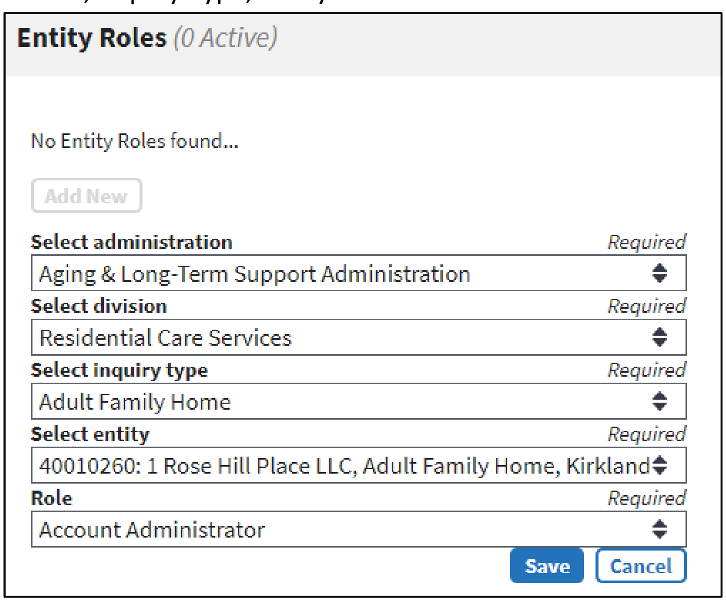


5. Add new user email address and click Find, then add User Account Info and save.

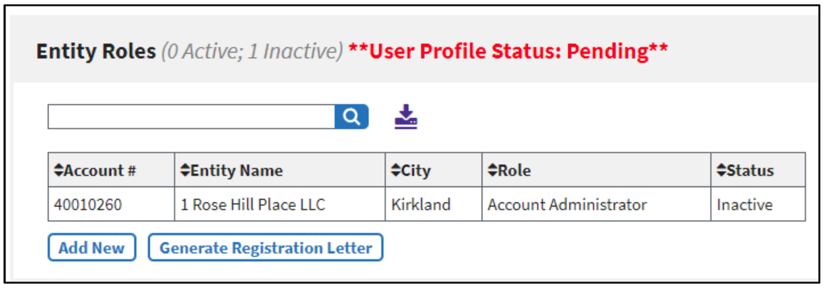


a. Note: AD users will populate with data from Active Directory If user email is found, then user profile displays, otherwise User Account is saved
b. Note: At go Live, only SAW users may be added

6. Click Add New under Entity Roles
7. Select Admin, Division, Inquiry Type, Entity Lists are limited based on hierarchy and user access.



8. Select Role from list
9. Click Save
10. Entity Role Saves and displays


Entity Roles *(0 Active; 1 Inactive)* ****User Profile Status: Pending****

⇕Account #	⇕Entity Name	⇕City	⇕Role	⇕Status
40010260	1 Rose Hill Place LLC	Kirkland	Account Administrator	Inactive

Add New | Generate Registration Letter

11. Click Go Back Button
    a. User page displays and is reset.

How to Update an Entity User

To update user Contact Information:

1. Click Admin Tools menu
2. Click Users
    a. Users page displays
3. Click the Username of the user you wish to edit
    a. User's Profile displays
4. Update the User's Name or contact information
5. Click Save
    a. Message: Successfully saved…

To update a user's role:

1. Open the user's profile
2. Find the role you wish to update
3. Click the link for Active or Inactive
    a. Message: Are you sure you want to change this user's status…?
    b. Click Cancel Message disappears and user's role doesn't change
    c. Click "OK" User's status is changed to Inactive.

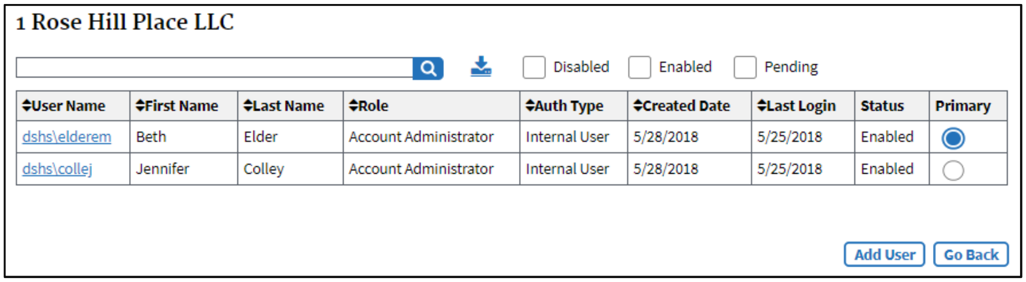
Generate a New Registration Letter for a User

1. Click Admin Tools menu
2. Click Users
    a. Users page displays with Oversight tab selected. Entity tab is available, but not selected
3. Click Entity Tab
    a. Entity Tab Displays
4. Click Username
    a. User Profile displays
5. Click Generate Registration Letter button.
    a. Note: button appears for each role Sticky Toast message appears stating that registration letter has been sent.
6. Click Go Back Button User page displays and is reset.

How to Change the Primary Account Administrator

Each entity must have an Enabled and Active Account Administrator who is set to 'Primary'. If there is no Active Primary Account Administrator, then no other users may be added for the entity.

1. Click Admin Tools menu
2. Click Users
    a. Users page displays with Oversight tab selected. Entity tab is available, but not selected
3. Click Entity Tab
    a. Entity User page displays listing all users for the entity with Primary indicated


1 Rose Hill Place LLC

Disabled Enabled Pending

User Name	First Name	Last Name	Role	Auth Type	Created Date	Last Login	Status	Primary
dshs\elderem	Beth	Elder	Account Administrator	Internal User	5/28/2018	5/25/2018	Enabled	◉
dshs\collej	Jennifer	Colley	Account Administrator	Internal User	5/28/2018	5/25/2018	Enabled	○

Add User Go Back

4. Click the radio button in the Primary column for another Entity Administrator
    a. The selected Administrator is now indicated as primary.

Search and View Background Check Results

How to Search Background Checks

Any Oversight Program user may search background checks for the entities assigned to the same ITGs as the Oversight User. The Oversight Home page includes options for searching by Person, Organization, or Inquiry ID.

An Oversight User may search for background checks by any or all of the selection criteria listed. Any lists for Administration, Division, Inquiry Type, or Entity are limited by the Oversight User's access.

Search by Organization

You may search by Administration or options by Division, Inquiry Type, or Entity along with From or To Date or limit directly to License Number or Account Number.

1. Click the Select by Organization option
2. Select Administration AND/OR Division, Inquiry Type.
3. Enter Date Range if known.
4. Click Search button
    a. Search results display
    b. Messages display if any errors occur

Search by Person

You may search by any combination of a person's name: First, Last, Middle and narrow the search by Date of Birth or SSN.

1. Click the Select by Person option
2. Select Criteria
3. Click Search button

a. Search results display
b. Messages display if any errors occur

Search by Inquiry

You may search by an Inquiry ID for a specific background check inquiry.

1. Click the Select by Inquiry option
2. Enter Inquiry ID
3. Click Search button
    a. Background Check Summary page displays
    b. Messages display if the inquiry cannot be found or if you do not have access to the selected inquiry.

View Background Check Results

You may view the results of background checks depending on the user type and if the signed in user has access to Fingerprint Results.

To view the result of a Background Check:

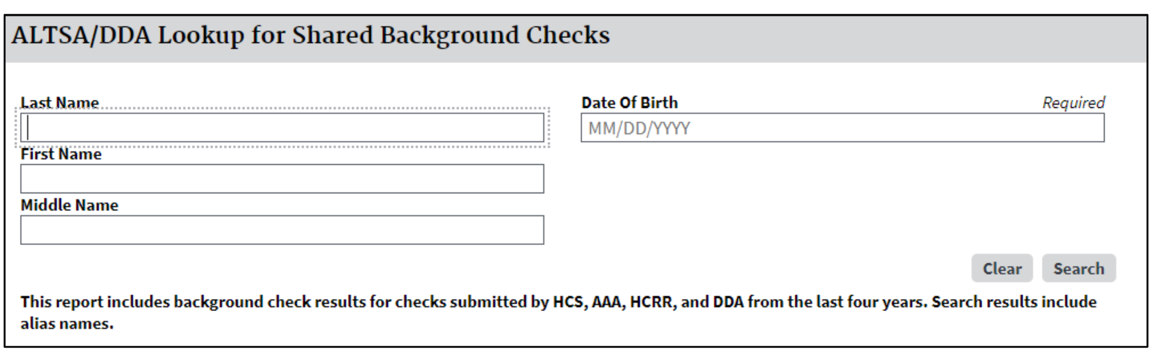
1. Click the Last Name from the search results
    a. The Background Check Summary displays
2. Review the information. Click the Result Letter Link
    a. Result Letter PDF displays
3. If you are authorized to view Fingerprint results, Click the Rapsheet link.
    a. Rapsheet displays

View Reports

View ALTSA/DDA Lookup for Shared Background Checks

ALTSA and DDA share contracts for individual providers. To reduce duplicated background checks for an individual, contracting staff may search the ALTSA/DDA Lookup for Shared Background Checks. This report is available only to users assigned to entities within Inquiry Type Groups participating in the contract sharing.

This report includes background check results for checks submitted by HCS, AAA, HCRR, and DDA for the last four years. Search results include alias names.

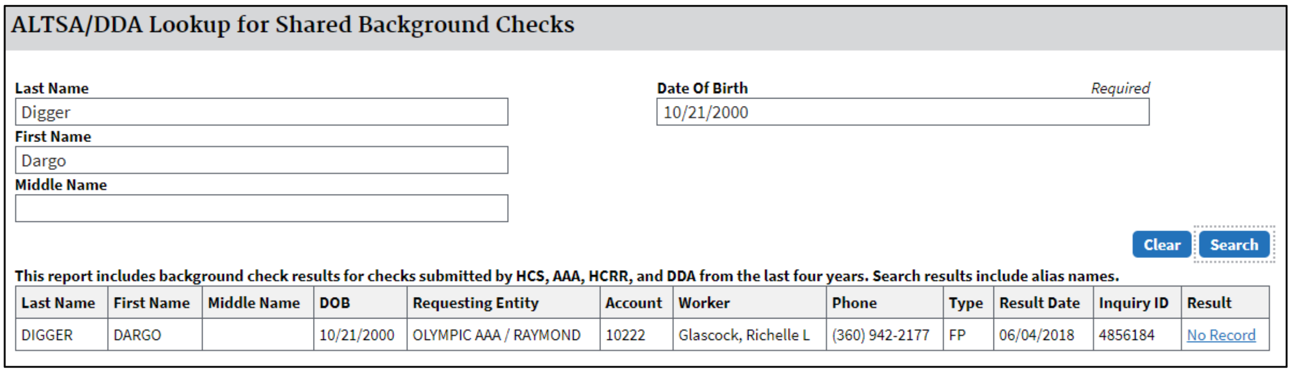

ALTSA/DDA Lookup for Shared Background Checks

Last Name
First Name
Middle Name
Date Of Birth Required
MM/DD/YYYY
Clear Search

This report includes background check results for checks submitted by HCS, AAA, HCRR, and DDA from the last four years. Search results include alias names.

To search:

1. Enter a Date Of Birth (Required)
2. Enter any combination of Last, First, or Middle name to narrow results.
3. Click Search to display results.
    - Last, First, Middle Name
    - Date of Birth
    - Requesting Entity
    - Account
    - Worker
    - Phone Number for the entity
    - Type of Background Check
    - Result Date
    - Inquiry ID
    - Result



ALTSA/DDA Lookup for Shared Background Checks

Last Name: Digger

Date Of Birth (Required): 10/21/2000

First Name: Dargo

Middle Name:

Clear Search

This report includes background check results for checks submitted by HCS, AAA, HCRR, and DDA from the last four years. Search results include alias names.

Last Name	First Name	Middle Name	DOB	Requesting Entity	Account	Worker	Phone	Type	Result Date	Inquiry ID	Result
DIGGER	DARGO		10/21/2000	OLYMPIC AAA / RAYMOND	10222	Glascock, Richelle L	(360) 942-2177	FP	06/04/2018	4856184	No Record

To View Results:

1. Click the result in the result list (No Record, Disqualify, etc)
2. The result letter displays in a new tab.